

2003 Health Services Inspection Guide – Aeromedical Evacuation (AE)

Introduction

Overview The Health Services Inspection (HSI) Guide is updated annually. The HSI Guide is a tool for inspectors to use while performing HSIs and is not a comprehensive compilation of all programmatic and clinical requirements, although it does focus on common problem areas. While our inspections are structured around the guide, HSIs are not strictly limited to criteria covered in the guide. The Air Force Inspection Agency (AFIA) does not create policy; we inspect for compliance to existing policy and the community standard of clinical practice.

Inspection Schedule Scheduling is conducted by AFIA/SG in coordination with the MAJCOM. When practical, inspections will occur in conjunction with ground medical HSIs, Aircrew Standardization/Evaluations (ASEVs) or Unit Compliance Inspections (UCIs) to decrease cost and the footprint on the squadron. The inspection cycle is on average every 48 months (approximately every 3 AEF cycles).

Exceptions to Scheduling Certain events or circumstances may affect inspection scheduling for AE squadrons, and will be handled as outlined in AFI 90-201, Inspector General Activities.

1. AE squadrons, which deployed 40 percent or more of their assigned medical personnel for greater than 90 days, will not normally be inspected for 90 days following return from deployment. In addition, AE units will not normally be scheduled for an HSI 90 days prior or 90 days after their scheduled Aerospace Expeditionary Force (AEF) cycle.
2. Units undergoing major mission conversion should immediately notify HQ AFIA/SG through their MAJCOM to negotiate inspection windows.
3. Changes in Unit Type Code (UTC) taskings or wartime mission resulting in a 50 percent or greater change in unit personnel authorizations or a significant addition/deletion in mobility equipment assemblages, may warrant a change of the inspection window.
4. Real world disasters or contingency operations at home station, which cause the unit to relocate or suspend operations, will result in the inspection window being delayed.
5. Units participating in a MAJCOM-level inspection involving 40 percent or more of the unit's personnel will not normally be subject to a simultaneous HSI.

Requests for postponement must be forwarded to AFIA/SG after approval by wing commander, NAF, and MAJCOM/DO/SG or ANG/SG.

**Health
Services
Inspection
Guide Format**

The HSI Guide is divided into three “Categories,” which are groupings of related functions. The Categories cover major assessment areas of the unit and align the HSI process with Department of Defense Directives (DoDD), Department of Defense Instructions (DoDI), Air Force Policy Directives (AFPD), Air Force Instructions (AFI), and MAJCOM/local policy guidance. The major Categories of the HSI Guide and the three-letter identifiers for each are:

- Category 1: Expeditionary Medical Operations (EXO.1)
- Category 2: In-Garrison Medical Operations (IGO.2)
- Category 3: Leadership (LDR.3)

Table 1 is a *sample* illustration of the structure of a Category. The **Category** is a logical grouping of functions. An **Area** is a discrete function organized under a particular category. In Table 1, the category entitled “Leadership” has one Area assigned that includes “Organizational/Human Resource Management.” Areas are listed in the HSI Guide Table of Contents and can also be located at the top of each Element grouping.

Each Area is further subdivided into **Elements**, which are the key components of a specific process and the level at which activities are scored. For example, under the Area “Organizational/Human Resource Management,” there are four Elements that are considered core components of this particular area. They include “Support Agreements/Training Affiliation Agreements (TAA),” “Administration of the On-the-Job Training (OJT) Program,” “Supervisory Involvement – On-the-Job Training (OJT),” and “Basic Life Support (BLS) Training.”

Table 1: Structure of a Category

Category: Leadership (LDR.3)

Area	LDR.3.1	Organizational/Human Resource Management
Element	3.1.1	Support Agreements/Training Affiliation Agreements (TAA)
Element	3.1.2	Administration of the On-the-Job Training (OJT) Program
Element	3.1.3	Supervisory Involvement – On-the-Job Training (OJT)
Element	3.1.4	Basic Life Support (BLS) Training

**Scoring
Methodology**

Inspectors evaluate programs for compliance with established guidance, and they score elements utilizing specific scoring criteria in the HSI Guide. The following table shows the range of element scores and ratings, along with generalized scoring guidelines for each.

<u>Raw Score</u>	<u>Element Rating</u>	<u>Sample Scoring Guidelines</u>
4:	Fully Compliant	Criteria met.
3:	Minor Discrepancy	Deficiencies were minor, primarily administrative in nature, and unlikely to compromise either mission support or patient care.
2:	Major Discrepancy	Some, but not all, criteria were met. Program outcomes may be adversely affected.
1:	Critical Discrepancy	Few criteria were met. Adverse mission impact was likely to occur.
0:	Programmatic Failure	There was noncompliance with standards. The medical unit failed to meet the minimum provisions of the element. Adverse mission impact had occurred or was highly likely to occur.
NA:	Not scored	

The “raw scores” listed above comprise one of two factors used to determine an Element’s final or “computed score.” The second factor is the Element’s “weight,” which is a predetermined value of 1-5, with larger values correlating to greater mission criticality. An Element’s computed score is derived by multiplying its weight times its raw score. An Element’s maximum possible score, which is used in evaluating Area performance, equals its weight times 4 (the highest possible raw score).

Each Area also earns a numerical score, which is calculated by adding its entire constituent Elements’ computed scores. The resulting sum is then divided by the Area’s maximum possible score (the sum of all Elements’ maximum possible scores). This determines the percentage of possible points earned, which translates into the Area Rating as shown below.

Area Result

95 – 100 %

80 – 94 %

70 – 79 %

Below 70 %

Area Rating

Special Recognition (if all Element scores are '3' or higher)

Compliant

Type II Area*

Type I Area*

***Note:** Only Areas, *not individual Elements*, will be assessed Type I or II.

Areas assessed a Type I require the unit to provide a written response within 6 months of receiving the draft report to ANG/SG or AFRC/SG, as applicable. Active duty AE squadrons will provide a written response to AFIA under the same parameters. These written responses must address actions taken to correct every noncompliant Element (raw score 0-3) within the Areas assessed a Type I. Changes in policy, planning or procedures should be considered when summarizing actions. The initial 6-month response may be an interim report if the item is not closed; however, Type I Areas are expected to be completely resolved within 12 months following the inspection. If corrective actions extend beyond the suspense date, units are required to provide follow-up replies, including estimated completion dates, every 90 days until closure.

Areas assessed a Type II do not require the medical unit to provide a written response to ANG/SG, AFRC/SG or AFIA. However, unit leadership should ensure the deficient Elements are corrected.

Some Areas rated 'Compliant' may contain noncompliant elements that require correction. These findings, which do not fall under Type I or II Areas, are included in the report as "Element Findings." Inspectors provide them to supplement or reinforce verbal comments given during the inspection. Element Findings require no written response to ANG/SG, AFRC/SG or AFIA.

The overall numeric score is simply the percentage of total points earned (sum of all Element computed scores) out of the maximum possible. There are no additional penalties or deductions for Type I or II Areas or Element Findings. The verbal rating scale for the HSI is as follows:

Numeric Score

92 – 100

83 – 91

76 – 82

70 – 75

< 70

Verbal Rating

Outstanding

Excellent

Satisfactory

Marginal

Unsatisfactory

AE units receiving an overall rating of "Unsatisfactory" will have a follow-up inspection conducted within 18-24 months.

Note: Each specific Element may have additional criteria to assist the inspector in determining their scoring.

**Interview
Protocols and
the Inspection
Process**

In addition to the elements that describe what will be inspected, there are protocols that describe how the inspection process will be conducted. The protocols describe the “who, what, where, and how” of inspection interviews and conferences. The amount of time spent on a particular aspect of the protocol will depend in part on the size of the facility being inspected.

The current inspection process focuses on sustained performance. While efforts to correct deficiencies “at the last minute” are laudable, scores for those areas may reflect the inspector’s assessment of the program over a period of time.

Frequently, the Air Staff and/or MAJCOMs ask the IG to focus on particular issues (e.g., Special Interest Items or Special Emphasis Items). Accordingly, inspectors will occasionally ask questions during interviews that are not in the published inspection criteria. For the upcoming year, AFIA will participate in root cause analyses of high finding areas. Unit OPRs will be requested to assist in data collection.

**Benchmark
Programs**

Benchmark programs are programs, or portions of programs, which represent innovative methodologies for the process under consideration. Benchmark programs are included in the draft report pending final approval by AFIA/SG.

**Jump Seat
Program**

The Jump Seat (JS) program provides an excellent on-the-job overview of the HSI process. Interested personnel may request to accompany the HSI team on an inspection; numbers will be limited to two per visit to ensure quality training. JS positions are scheduled and coordinated by the AFIA AE Team Executive. Units on the inspection schedule will be given priority. Suggested timeline is 12 or more months prior to the inspection; normally unit personnel will not be permitted to JS within six months of their scheduled HSI.

**Additional
Questions**

We recommend that you thoroughly explore our website (<https://www-4afia.kirtland.af.mil>) and read the “frequently asked questions” (FAQ). If you still have questions, please call DSN 246-1771 or 246-2566.

**Updates
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